



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Multi-Channel Communication Queuing  
Serial No.: 09/823,590 Filing Date: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas  
March 3, 2006

Mail Stop RCE  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT**

Dear Sir:

The following Preliminary Amendment and Remarks are submitted for entry into the present application along with the Request for Continued Examination under 37 C.F.R. § 1.114 accompanying this paper. Accompanying this Request is a petition under 37 C.F.R. § 1.136 for a one-month extension of time, setting a new time for response to March 3, 2006. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

No amendments to the Drawings are presented in this paper.

**Remarks** begin on page 7 of this paper.